CASE TITLE: Glass of Wine?

Disclaimer: This case study was prepared by Mallory Myers under the supervision of Dr. Frances Tuer, DeGroote School of Business, solely for the purpose of discussion. While the injury in the case actually took place all details of person(s) and organization(s) have been disguised.

**The Injury/Illness**

Sarah Magee worked her usual Sunday evening shift on May 6th 2018 at the local restaurant called The Aurora Pub. It was around 7pm and the restaurant started to get busy. Sarah had a party of 7 people and another family of 4 sitting in her section. She, however, was used to having 4 different tables at a time so with her spare time she went behind the bar and started helping the bartenders polish the glassware. The cocktail servers were responsible for polishing the glassware and putting it away for the bartenders in order for the bartenders to make their drinks. Sarah grabbed a fresh coffee filter, which the restaurant advises the employees to polish with and had begun to polish the wine glasses.

When polishing the wine glass Sarah had been holding it by the foot and cleaning the inside of the bowl. The wine glass snapped in the middle of the stem and went right into Sarah’s left index finger on the inside of her knuckle. A bartender had taken her to the back and had begun washing and bandaging the cut. After about 20 minutes of bleeding and her finger beginning to go numb, Sarah realized it was not just a cut and told the bartender to inform the manager she needed to go to the hospital.

**Who and What**

Sarah had been working at this restaurant for 4 years. She started as a hostess when she was in grade 11 and when she turned 19 was moved to cocktail serving. Sarah was known as a hard working part-time student. She never said no to working on holidays and always came in early to help set up and confirm reservations with her supervisors. Sarah was reliable, great with guests, and would go out of her way to help the restaurant when another server didn’t show up.

This Aurora Pub was extremely busy because it was the only one in town that served steak. This meant that the servers were responsible for knowing the menu and wine list like the back of their hand and ensuring guests were treated with respect.

**Background on this type of injury**

Hand lacerations are cuts that can occur from accidents in the workplace usually involving equipment or machinery. According to Work Safe BC, it could occur from hand tools such as chain saws, knives in a kitchen, manual slicers, sharp surfaces, and blades. Government of Canada explained some hazards which included, chains, gears, jagged tools, edges that catch/tear, cutting/chopping mechanisms, cutting tools such as knives, and or falling objects.

According to Hand Injury Statistics, “In a recent US Department of Labor study, of all injuries reported, injuries to fingers and hands accounted for more than 23%, making them the highest in preventable injuries and in terms of lost work days, they ranked second only to back and neck injuries”.

Work Safe BC talked about the occupations it could occur in which included, forestry, hospitality and tourism, commercial fishing, manufacturing, pulp and paper/sawmills and construction.

The Government of Canada suggested that PPE controls could be protective gloves and safeguarding equipment and potential administrative controls could be proper training. A few prevention tips included, work at the speed you feel comfortable with, be alert, know how to work with the tools and equipment before you use them, and never do repair work on machinery without ensuring the power is turned off and the equipment is locked out.

**What to do next?**

Sarah’s manager never came back to check on her. The bartender had come back and called Sarah’s mom. Sarah’s mom drove to the restaurant and took her to the local hospital, Grey-Sloane Memorial. Although Sarah obtained stitches and a cast to try and put the finger in a position where it was more likely to heal, after a few follow up appointments and an x-ray, Sarah was told that she fully lacerated the tendon in her finger. She now had to go for physiotherapy and multiple appointments to discuss the future surgery that would be needed in order for her finger to function fully ever again. But what was she supposed to do now? Should she return to work? Should she inform management of what happened again and the extent of her injuries?

The restaurant’s manager, George, was known to be unorganized and always stressed because of it. When his employees asked him to do something he never remembered to do it and they would constantly have to nag him. Many of the employees have complained about George’s work ethic during the anonymous management survey’s but no changes were ever made. So since George was known to be an unresponsive and unorganized, would any changes be made?